OIPE IAP92 FEB 02 2006 PATENT & TRADEMARK OFFICE

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TRANSMITTAL FORM

(to be used for all correspondence during pendency of filed application)

Patent Number	6,962,531 B2
Issue Date	November 8, 2005
First Named Inventor	Mark C. Pace et al.
Serial Number	09/782,616
Filing Date	February 12, 2001
Total Number of Pages in This Submission: 26	Attorney Docket Number: 19538-05563

Certificate of Correction

FEB 06 2006

ENCLOSURES *(check all that apply)*

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- ☐ Formal Drawing(s):
  - [ ] Sheet(s) of Figure(s) [ ]
- ☐ Appeal Communication to Board of Appeals and Interferences
- ☐ Appeal Communication to Group *(Appeal Notice, Brief, Reply Brief)*
- ☐ Certified Copy of Priority Document(s)
- ☐ After Allowance Communication to Group
- ☒ Request for Certificate of Correction
- ☒ Form PTO-1050 (in duplicate)
- ☒ Copy of Amendment filed May 26, 2004
- ☐ _____
- ☐ _____
- ☐ _____

REMARKS:

SIGNATURE OF ATTORNEY OR AGENT

Signature:	Robert A. Hulse		
Attorney/Reg. No.:	**Robert A. Hulse, Reg. No. 48,473**	Dated:	Jan. 30, 2006

CERTIFICATE OF MAILING

I hereby certify that this correspondence, including the enclosures identified above, is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below. If the Express Mail Mailing Number is filled in below, then this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service pursuant to 37 CFR 1.10.

Signature:	Robert A. Hulse		
Typed or Printed Name:	**Robert A. Hulse**	Dated:	Jan. 30, 2006
Express Mail Mailing Number *(optional)*:			

FEB 07 2006

OIPE IAP52
FEB 02 2006
PATENT & TRADEMARK OFFICE

IN THE UNITED STATES

PATENT AND TRADEMARK OFFICE

APPLICANTS:	Mark C. Pace et al.
PATENT NO.:	6,962,531 B2
ISSUE DATE:	November 8, 2005
SERIAL NO.:	09/782,616
FILING DATE:	February 12, 2001
TITLE:	Automated Service Scheduling System
ATTY. DKT. NO.:	19538-05563

CERTIFICATE OF MAILING

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Dated: Jan. 30, 2006 By: _____
Robert A. Hulse, Reg. No. 48,473

COMMISSIONER FOR PATENTS
P.O. BOX 1450
ALEXANDRIA, VA 22313-1450

ATTENTION: DECISION AND CERTIFICATE OF CORRECTION
BRANCH OF THE PATENT ISSUE DIVISION

REQUEST FOR CERTIFICATE OF CORRECTION

SIR:

The following errors, as more fully described below, appear in this patent.

☒ The Applicant submits that no fee is due for correction of the errors made by the Patent and Trademark Office; OR,

☐ The errors occurred in good faith. Correction thereof does not involve such changes in the patent as would constitute new matter or would require re-examination. A Certificate of Correction is requested. Enclosed herewith is payment in the amount of $100.00 to cover the fee for this Certificate of Correction.

FEB 07 2006

Attached hereto are duplicate Forms PTO-1050, with at least one copy that is suitable for printing. Also enclosed is a copy of an Amendment filed on May 26, 2004 showing the text of the allowed claims.

Applicant kindly requests the following changes:

Claim 12, at column 20, line 48, please change "device" to "devices"

Claim 36, at column 23, line 7, please change "." (period punctuation mark) to "," (comma punctuation mark)

Claim 38, at column 23, line 34, please change "messages" to "message"

Claim 42, at column 24, line 42, please insert "a" before "service"

Claim 47, at column 26, line 20, please insert "location" after "service"

Claim 48, at column 26, line 37, please insert "a" before "service"

Claim 48, at column 23, line 39, please change "tat" to "that"

Please send the Certificate to:
ROBERT A. HULSE
Fenwick & West LLP
Silicon Valley Center
801 California Street
Mountain View, CA 94041

Respectfully submitted,
MARK C. PACE et al

Dated: Jan. 30, 2006 By: Robert A. Hulse

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FEB 07 2006

UNITED STATES PATENT AND TRADEMARK OFFICE

CERTIFICATE OF CORRECTION

PATENT NO.: 6,962,531 B2

DATED: November 8, 2005

INVENTORS: Mark C. Pace et al.

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Claim 12, at column 20, line 48, please change "device" to "devices"

Claim 36, at column 23, line 7, please change "." (period punctuation mark) to "," (comma punctuation mark)

Claim 38, at column 23, line 34, please change "messages" to "message"

Claim 42, at column 24, line 42, please insert "a" before "service"

Claim 47, at column 26, line 20, please insert "location" after "service"

Claim 48, at column 26, line 37, please insert "a" before "service"

Claim 48, at column 23, line 39, please change "tat" to "that"

MAILING ADDRESS OF SENDER:
Robert A. Hulse
Fenwick & West LLP
275 Battery Street
San Francisco, CA 94111

PATENT NO. 6,962,531 B2

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FEB 07 2006

UNITED STATES PATENT AND TRADEMARK OFFICE

CERTIFICATE OF CORRECTION

PATENT NO.: 6,962,531 B2

DATED: November 8, 2005

INVENTORS: Marc C. Pace et al.

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Claim 12, at column 20, line 48, please change "device" to "devices"

Claim 36, at column 23, line 7, please change "." (period punctuation mark) to "," (comma punctuation mark)

Claim 38, at column 23, line 34, please change "messages" to "message"

Claim 42, at column 24, line 42, please insert "a" before "service"

Claim 47, at column 26, line 20, please insert "location" after "service"

Claim 48, at column 26, line 37, please insert "a" before "service"

Claim 48, at column 23, line 39, please change "tat" to "that"

MAILING ADDRESS OF SENDER:
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San Francisco, CA 94111

PATENT NO. 6,962,531 B2

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19538/05563/SF/5160400.1

FEB 07 2006

OIPE IAP52
FEB 02 2006
PATENT & TRADEMARK OFFICE

IN THE UNITED STATES

PATENT AND TRADEMARK OFFICE

APPLICANT:	Mark C. Pace & Thomas W. Cook
APPLICATION NO.:	09/782,616
FILING DATE:	February 12, 2001
TITLE:	AUTOMATED SERVICE SCHEDULING SYSTEM
CONFIRMATION NO:	9755
EXAMINER:	Scott E. Jones
GROUP ART UNIT:	3713
ATTY. DKT. NO.:	19538-05563

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner For Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below:

Dated: May 26, 2004 By: Robert A. Hulse

Robert A. Hulse, Reg. No. 48,473

MAIL STOP AMENDMENT
COMMISSIONER FOR PATENTS
P.O. BOX 1450
ALEXANDRIA, VA 22313-1450

AMENDMENT C

Sir:

This amendment is made in response to the Office Action mailed December 31, 2003.

Please amend the application as indicated herein.

AMENDMENTS TO THE SPECIFICATION

Please amend the paragraph beginning on 17 of page 22 of the specification as follows:

The RBDS transmits the page to the paging system, which in turn pages the service attendant. The service attendant's pager 126 will vibrate to indicate that a page has been delivered. The service attendant can then accept or decline the page. To do so, the service attendant will use the appropriate function keys on the pagers ~~papers~~ to locate the response desired and transmit the response, such as the pager's up and down scrolling button, and send button. If the page is accepted, the RBDS records the Accept time and marks the service attendant as "busy"; if the page is declined, then the RBDS selects another available service attendant (or supervisor) and transmits a page to that person to service the event. In this fashion, the system ensures that a player's service need is accepted on a timely basis instead of being left to wait at the mercy of which service attendant happens to volunteer to service the player.

AMENDMENTS TO THE CLAIMS

Please amend the claims as follows:

1. (Previously presented) A system for providing service to customers at service locations, each service location having a communication device adapted to communicate one or more events pertaining to a service event for a customer at the service location, the system comprising:

a decisioning system communicatively coupled to the communication devices to receive the events, and including a plurality of rules for scheduling the events for service, the decisioning system selecting a primary service attendant from a plurality of service attendants for servicing each event;

a communication system communicatively coupled to the decisioning system to transmit a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receivers, used by the service attendants, the primary service attendant using a message receiver to receive the message from the communication system,

wherein the service locations are gaming machines, and the communication devices communicate game events to a gaming machine management system.

2. (Canceled)

3. (Previously presented) The system of claim 1, wherein the gaming machines are slot machines, and the communication devices are interface boards that communicate slot events to the gaming machine management system.

4. (Previously presented) The system of claim 1, wherein the communication system is a two-way messaging system, whereby the message receivers can transmit and receive messages.

5. (Original) The system of claim 4, wherein:

the primary service attendant can accept or decline to service an event using the two-way message receiver, and wherein:

in response to the primary service attendant declining to service an event, the decisioning system selects a secondary service attendant for servicing the event, and the messaging system transmits a message to the secondary service attendant to service the event.

6. (Original) The system of claim 4, wherein:

the primary service attendant can accept or decline to service an event using the two-way message receiver, and wherein:

in response to the primary service attendant accepting to service an event, the decisioning system establishes the primary service attendant as being unavailable to service another event until the primary service provider completes service of the accepted event.

7. (Original) The system of claim 1, wherein the decisioning system monitors the time taken to service each event, and responsive to time taken to service an event exceeding a threshold amount, the decisioning system selects an employee to notify of the incomplete service, and instructs the messaging system to transmit a message to the selected employee.

8. (Original) The system of claim 1, wherein the rules of the decisioning system for scheduling events include:

at least one rule for scheduling events according to an age of the event.

9. (Original) The system of claim 1, wherein the rules of the decisioning system for scheduling events include:

at least one rule for scheduling events according to a type of event.

10-15. (Canceled)

16. (Original) The system of claim 1, wherein the rules of the decisioning system for scheduling events include:

at least one rule for scheduling events according to a location of the service location.

17. (Canceled)

18. (Original) The system of claim 1, wherein the rules of the decisioning system for scheduling events include:

at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant.

19. (Original) The system of claim 1, wherein the rules of the decisioning system for scheduling events include:

at least one rule for messaging a supervisor of the primary service attendant if the primary service attendant has not completed servicing the event in a certain amount of time.

20-22. (Canceled)

23. (Previously presented) A system for providing service to customers at plural service locations, each service location having a communication means for communicating one or more events pertaining to a service event for a customer at the service location the system comprising:

a computer implemented decision making means communicatively coupled to the plurality of communication means for receiving the events, the decision making means scheduling a primary service attendant from a plurality of service attendants for servicing each event using a plurality of rules;

a messaging means communicatively coupled to the decision making means for transmitting a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receiving means, used by the service attendants, the primary service attendant using a message receiving means for receiving the message from the messaging means,

wherein the service locations are gaming machines, and the communication devices communicate game events to a gaming machine management system.

24. (Canceled)

25. (Previously presented) The system of claim 23, wherein the gaming machines are slot machines, and the communication devices are interface boards that communicate slot events to the gaming machine management system.

26. (Previously presented) The system of claim 23, wherein the communication system is a two-way messaging system, whereby the message receivers can transmit and receive messages.

27. (Original) The system of claim 23, wherein:

the primary service attendant can accept or decline to service an event using the two-way message receiver, and wherein:

in response to the primary service attendant declining to service an event, the decision making means selects a secondary service attendant for servicing the event, and the messaging system transmits a message to the secondary service attendant to service the event.

28. (Original) The system of claim 23, wherein:

the primary service attendant can accept or decline to service an event using the two-way message receiver, and wherein:

in response to the primary service attendant accepting to service an event, the decision making means establishes the primary service attendant as being unavailable to service another event until the primary service provider completes service of the accepted event.

29. (Original) The system of claim 23, wherein the decision making means monitors the time taken to service each event, and responsive to time taken to service an event exceeding a threshold amount, the decision making means selects an employee to notify of the incomplete service, and instructs the messaging system to transmit a message to the selected employee.

30. (Original) The system of claim 23, wherein the rules of the decision making means for scheduling events include:

at least one rule for scheduling events according to an age of the event.

31. (Original) The system of claim 23, wherein the rules of the decision making means for scheduling events include:

at least one rule for scheduling events according to a type of event.

32-37. (Canceled)

38. (Original) The system of claim 23, wherein the rules of the decision making means for scheduling events include:

at least one rule for scheduling events according to a location of the service location.

39. (Canceled)

40. (Original) The system of claim 23, wherein the rules of the decision making means for scheduling events include:

at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant.

41. (Original) The system of claim 23, wherein the rules of the decision making means for scheduling events include:

at least one rule for messaging a supervisor of the primary service attendant if the primary service attendant has not completed servicing the event in a certain amount of time.

42-44. (Canceled)

45. (Previously amended) A system for servicing customers at gaming machines, the system comprising:

means for transmitting from a gaming machine to a gaming machine management system a message pertaining to a game event at the gaming machine and for which a customer at the gaming machine needs service by a service attendant;

means for receiving the transmitted message;

means, coupled to obtain the transmitted message from the receiving means, for scheduling the game event, using a plurality of scheduling rules, for servicing by a service attendant;

means for selecting a first service attendant for servicing the scheduled event; and

means for transmitting a message to the first service attendant identifying the gaming machine to be serviced for the game event.

46. (Previously presented) A method of servicing customers at service locations, the method comprising:

transmitting from a communication device at a service location a message pertaining to an event at the service location and for which a customer at the service location needs service by a service attendant;

receiving the transmitted message and scheduling the event, using a plurality of scheduling rules, for servicing by a service attendant;

selecting a first service attendant for servicing the scheduled event; and

transmitting a message to the first service attendant identifying the service location to be serviced for the event,

wherein the service locations are gaming machines, and the communication device ~~is~~ communicates game events to a gaming machine management system.

47. (Original) The method of claim 46, further comprising:

receiving from the first service attendant a message declining to service an event;

selecting a second service attendant to service the event; and

transmitting a message to the second service attendant to service the event.

48. (Original) The method of claim 46, wherein:

receiving from the first service attendant a message accepting to service an event; and

establishing the first service attendant as being unavailable to service another event until the first service provider completes service of the accepted event.

49. (Original) The method of claim 48, wherein the message from the first service attendant is transmitted from a communication device fixed at the service location.

50. (Previously amended) The method of claim 46, further comprising:

monitoring a time taken to service the event; and

responsive to the time taken to service an event exceeding a threshold amount, transmitting a message to another employee to notify of the incomplete service.

51. (Original) The method of claim 46, further comprising:
monitoring an aggregate performance criteria for servicing the events; and
responsive the aggregate performance criteria exceeding a threshold amount, transmitting a message to supervisor.

52. (Original) The method of claim 46, further comprising:
responsive to not receiving, within a predetermined amount of time, an acceptance from the first service attendant of the message to service the event, transmitting a message to a second service attendant to service the event.

53. (Original) The method of claim 46, wherein the scheduling rules include:
at least one rule for scheduling events according to an age of the event.

54. (Original) The method of claim 46, wherein the scheduling rules include:
at least one rule for scheduling events according to a type of event.

55-60. (Canceled)

61. (Original) The method of claim 46, wherein the scheduling rules include:
at least one rule for scheduling events according to a location of the service location.

62. (Canceled)

63. (Original) The method of claim 46, wherein the scheduling rules include:
at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant.

64. (Previously amended) The method of claim 46, wherein the scheduling rules include:

at least one rule for messaging a supervisor of the first service attendant if the first service attendant has not completed servicing the event in a certain amount of time.

65-67. (Canceled)

68. (Previously amended) A method of servicing customers at a service location, the method comprising:

receiving from the service location, event messages pertaining to service location events;

scheduling selected events for servicing by service attendants using a plurality of scheduling rules;

selecting a service attendant for servicing each scheduled event; and

for each scheduled event, transmitting a message to the selected service attendant identifying the service location to be serviced,

wherein the service locations are gaming machines, and the service location events include a jackpot at a gaming machine.

69. (Original) The method of claim 68, wherein scheduling selected events further comprises scheduling the selected events using scheduling rules pertaining to an amount of time an event has been pending, an evaluation of the customer's status, and a type of the events.

70. (Canceled)

71. (Currently amended) A system for providing service to customers at service locations, wherein each service location having a communication device adapted to communicate one or more events pertaining to the status of a customer at the service location, the system comprising:

a decisioning system for scheduling the events for service, by receiving the events from the communication devices and using a plurality of rules to select a

primary service attendant for servicing each event, to produce a periodically updated event service schedule;

a communication system for transmitting a message to the primary service attendant selected for an event, by way of a two-way communication network, to produce a message indicating to the primary service attendant the service location at which the event is to be serviced; and

a plurality of message receivers, each service attendant having one of the message receivers, for receiving the message from the communication system, by way of the two-way communication network, and for providing the message to a service attendant ~~to produce to the service attendant to message~~,

wherein the service locations are gaming machines, and the communication devices communicate game events to a gaming machine management system.

72-77. (Canceled)

78. (Previously presented) A system for providing service to customers at service locations, each service location having a communication device adapted to communicate one or more events pertaining to a service event for a customer at the service location, the system comprising:

a decisioning system communicatively coupled to the communication devices to receive the events, and including a plurality of rules for scheduling the events for service, the decisioning system selecting a primary service attendant for servicing each event, wherein the rules of the decisioning system for scheduling events include at least one rule for scheduling events according to a location of the service location;

a communication system communicatively coupled to the decisioning system to transmit a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receivers, used by the primary service attendant, to receive the message from the communication system.

79. (Canceled)

80. (Previously presented) A system for providing service to customers at service locations, each service location having a communication device adapted to communicate one or more events pertaining to a service event for a customer at the service location, the system comprising:

a decisioning system communicatively coupled to the communication devices to receive the events, and including a plurality of rules for scheduling the events for service, the decisioning system selecting a primary service attendant for servicing each event, wherein the rules of the decisioning system for scheduling events include at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant;

a communication system communicatively coupled to the decisioning system to transmit a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receivers, used by the primary service attendant, to receive the message from the communication system.

81. (Previously presented) A system for providing service to customers at service locations, each service location having a communication device adapted to communicate one or more events pertaining to a service event for a customer at the service location, the system comprising:

a decisioning system communicatively coupled to the communication devices to receive the events, and including a plurality of rules for scheduling the events for service, the decisioning system selecting a primary service attendant for servicing each event, wherein the rules of the decisioning system for scheduling events include at least one rule for messaging a supervisor of the primary service attendant if the primary service attendant has not completed servicing the event in a certain amount of time;

a communication system communicatively coupled to the decisioning system to transmit a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receivers, used by the primary service attendant, to receive the message from the communication system.

82-90. (Canceled)

91. (Previously presented) A system for providing service to customers at plural service locations, each service location having a communication means for communicating one or more events pertaining to a service event for a customer at the service location the system comprising:

a computer implemented decision making means communicatively coupled to the plurality of communication means for receiving the events, the decision making means scheduling a primary service attendant for servicing each event using a plurality of rules, wherein the rules of the decision making means for scheduling events include at least one rule for scheduling events according to a location of the service location;

a messaging means communicatively coupled to the decision making means for transmitting a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receiving means, used by the primary service attendant, for receiving the message from the messaging means.

92. (Canceled)

93. (Previously presented) A system for providing service to customers at plural service locations, each service location having a communication means for communicating one

or more events pertaining to a service event for a customer at the service location the system comprising:

a computer implemented decision making means communicatively coupled to the plurality of communication means for receiving the events, the decision making means scheduling a primary service attendant for servicing each event using a plurality of rules, wherein the rules of the decision making means for scheduling events include at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant;

a messaging means communicatively coupled to the decision making means for transmitting a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receiving means, used by the primary service attendant, for receiving the message from the messaging means.

94. (Previously presented) A system for providing service to customers at plural service locations, each service location having a communication means for communicating one or more events pertaining to a service event for a customer at the service location the system comprising:

a computer implemented decision making means communicatively coupled to the plurality of communication means for receiving the events, the decision making means scheduling a primary service attendant for servicing each event using a plurality of rules, wherein the rules of the decision making means for scheduling events include at least one rule for messaging a supervisor of the primary service attendant if the primary service attendant has not completed servicing the event in a certain amount of time;

a messaging means communicatively coupled to the decision making means for transmitting a message to the primary service attendant selected for an event, the message indicating the service location at which the event is to be serviced; and

a plurality of message receiving means, used by the primary service attendant, for receiving the message from the messaging means.

95-97. (Canceled)

98. (Previously presented) A method of servicing customers at service locations, the method comprising:

transmitting from a communication device at a service location a message pertaining to an event at the service location and for which a customer at the service location needs service by a service attendant;

receiving the transmitted message and scheduling the event, using a plurality of scheduling rules, for servicing by a service attendant;

selecting a first service attendant for servicing the scheduled event; and

transmitting a message to the first service attendant identifying the service location to be serviced for the event

monitoring an aggregate performance criteria for servicing the events; and

responsive the aggregate performance criteria exceeding a threshold amount, transmitting a message to supervisor.

99-104. (Canceled)

105. (Previously presented) A method of servicing customers at service locations, the method comprising:

transmitting from a communication device at a service location a message pertaining to an event at the service location and for which a customer at the service location needs service by a service attendant;

receiving the transmitted message and scheduling the event, using a plurality of scheduling rules, for servicing by a service attendant, wherein the scheduling rules include at least one rule for scheduling events according to a location of the service location;

selecting a first service attendant for servicing the scheduled event; and

transmitting a message to the first service attendant identifying the service location to be serviced for the event.

106. (Canceled)

107. (Previously presented) A method of servicing customers at service locations, the method comprising:

transmitting from a communication device at a service location a message pertaining to an event at the service location and for which a customer at the service location needs service by a service attendant;

receiving the transmitted message and scheduling the event, using a plurality of scheduling rules, for servicing by a service attendant, wherein the scheduling rules include at least one rule for selecting a service attendant for servicing an event based on a location of the service location which generated the event and an assigned location of the service attendant;

selecting a first service attendant for servicing the scheduled event; and

transmitting a message to the first service attendant identifying the service location to be serviced for the event.

108. (Previously presented) A method of servicing customers at service locations, the method comprising:

transmitting from a communication device at a service location a message pertaining to an event at the service location and for which a customer at the service location needs service by a service attendant;

receiving the transmitted message and scheduling the event, using a plurality of scheduling rules, for servicing by a service attendant, wherein the scheduling rules include at least one rule for messaging a supervisor of the primary service attendant if the primary service attendant has not completed servicing the event in a certain amount of time;

selecting a first service attendant for servicing the scheduled event; and

transmitting a message to the first service attendant identifying the service location to be serviced for the event.

109-111. (Canceled)

REMARKS

Claims 1, 3-23, 25-69, and 71-111 were presented for examination and pending in this application. In the latest Office Action, claims 1, 3-23, 25-69, and 71-111 were rejected. Claim 71 and the specification also objected to. With this amendment, claim 71 is amended, and claims 10-15, 17, 20-22, 32-37, 39, 42-44, 55-60, 62, 65-67, 72-77, 79, 82-90, 92, 95-97, 99-104, 106, and 109-111 are canceled. On the basis of the amendments and following remarks, consideration of this application and the early allowance of all pending claims are requested.

I. Drawings

Applicants enclose herewith replacement drawing sheets for the marked-up corrected drawings for Figures 1 and 3, submitted on April 7, 2003.

II. Objections

In response to the objections, Applicants have amended the specification and claim 71 as suggested by the examiner.

III. Claim Rejections – 35 U.S.C. § 102

The examiner rejected claims 1, 3-6, 9, 16, 18, 23, 25-28, 31, 38, 40, 45-49, 54, 61, 63, 68, 71, 78, 80, 91, 93, and 105 as anticipated by U.S. Patent No. 6,383,077 to Kweitko et al. However, Kweitko cannot qualify as prior art under 35 U.S.C. § 102(e) if the claimed subject matter was invented before Kweitko's filing date of October 3, 2000. Applicants respectfully submit that the claimed invention was conceived and reduced to practice before this date, and that the claimed invention was diligently reduced to constructive practice from this date through the preparation and filing of related U.S. Provisional Application No. 60/245,903. To establish

prior invention and thus overcome the rejection based on Kweitko, Applicants submit herewith for each named inventor a declaration and supporting exhibit pursuant to 37 C.F.R. § 1.131.

IV. Claim Rejections – Statutory Double Patenting

The examiner rejected the claims under statutory double patenting based on the claims of related co-pending U.S. Application No. 09/782,677. Applicants have canceled claims 10-15, 17, 20-22, 32-37, 39, 42-44, 55-60, 62, 65-67, 72-77, 79, 82-90, 92, 95-97, 99-104, 106, and 109-111, but respectfully traverse this rejection as to the claims not canceled.

Each of the claims of co-pending U.S. Application No. 09/782,677 recite that the service scheduling is according to "at least a value of the customer," while none of the remaining claims are directed to service scheduling based on customer value. Because the pending claims are not the same as those pending in the '677 application, the double patenting rejection should be withdrawn.

V. Claim Rejections – 35 U.S.C. § 103

The rejection of claims 10-15, 21, 22, 32-37, 43, 44, 55-60, 66, 67, 72-77, 83-90, 96, 97, 99-102, 110, and 111 as obvious in view of Kweitko in view of Boushy is moot because these claims have been canceled.

VI. Conclusion

It is believed that the application is in condition for allowance of all claims, and therefore an early Notice of Allowance is respectfully requested. If the Examiner believes that for any reason direct contact with Applicants' representative would help advance the prosecution of this

case to allowance, the Examiner is encouraged to telephone the undersigned at the number given below.

Respectfully submitted,

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